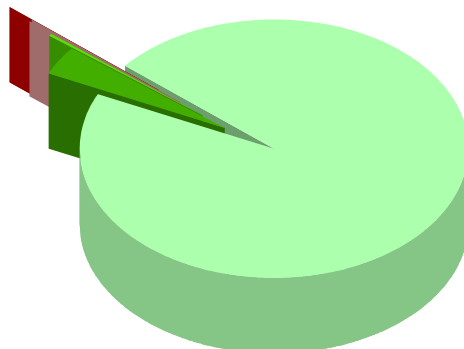


Information Technology Department Incident Management Survey Summary for ITD

January 1, 2006 through December 31, 2006

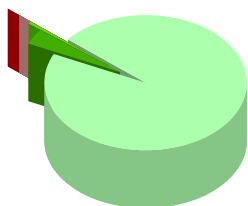
Overall Experience



| | | |
|------------------------|-------|--------|
| Assumed Very Satisfied | 26321 | 95.8% |
| Very Satisfied | 975 | 3.5% |
| Satisfied | 143 | 0.5% |
| Dissatisfied | 33 | 0.1% |
| Very Dissatisfied | 12 | 0.0% |
| Total: | 27484 | 100.0% |

Positive Feedback... 27,439 99.8%
Negative Feedback... 45 0.2%
Total: 27,484 100.0%

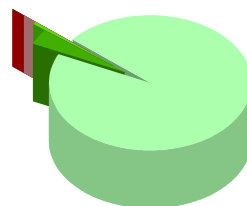
Courtesy & Professionalism



| | | |
|------------------------|--------|--------|
| Assumed Very Satisfied | 26,319 | 95.8% |
| Very Satisfied | 1,035 | 3.8% |
| Satisfied | 122 | 0.4% |
| Dissatisfied | 4 | 0.0% |
| Very Dissatisfied | 4 | 0.0% |
| Total: | 27,484 | 100.0% |

Positive Feedback... 27,476 100.0%
Negative Feedback... 8 0.0%
Total: 27,484 100.0%

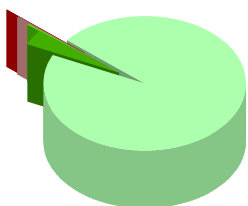
Skills & Knowledge



| | | |
|------------------------|--------|--------|
| Assumed Very Satisfied | 26,321 | 95.8% |
| Very Satisfied | 985 | 3.6% |
| Satisfied | 152 | 0.6% |
| Dissatisfied | 17 | 0.1% |
| Very Dissatisfied | 9 | 0.0% |
| Total: | 27,484 | 100.0% |

Positive Feedback... 27,458 99.9%
Negative Feedback... 26 0.1%
Total: 27,484 100.0%

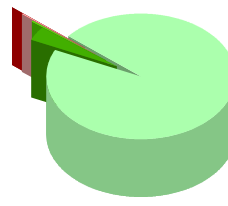
Quality of Resolution



| | | |
|------------------------|--------|--------|
| Assumed Very Satisfied | 26,320 | 95.8% |
| Very Satisfied | 981 | 3.6% |
| Satisfied | 124 | 0.5% |
| Dissatisfied | 35 | 0.1% |
| Very Dissatisfied | 24 | 0.1% |
| Total: | 27,484 | 100.0% |

Positive Feedback... 27,425 99.8%
Negative Feedback... 59 0.2%
Total: 27,484 100.0%

Timeliness of Resolution



| | | |
|------------------------|--------|--------|
| Assumed Very Satisfied | 26,322 | 95.8% |
| Very Satisfied | 983 | 3.6% |
| Satisfied | 113 | 0.4% |
| Dissatisfied | 43 | 0.2% |
| Very Dissatisfied | 23 | 0.1% |
| Total: | 27,484 | 100.0% |

Positive Feedback... 27,418 99.8%
Negative Feedback... 66 0.2%
Total: 27,484 100.0%

Disclaimer: This report only looks at closed Incidents for the period selected. It ignores Incidents generated through automation, knowing that surveys are not sent to pseudo customers. Customers are told throughout the Incident Management process that ITD will assume they are "Very Satisfied" unless specific feedback is provided.